

# SERVICE SPECIFICATION

## COVID-19 General Practice Immunisation Service

For \_\_\_\_\_ District

### 1 BACKGROUND

1.1 The aim of the COVID-19 Vaccination and Immunisation Programme is to vaccinate the New Zealand population with the recommended dose schedule of the approved and funded vaccine(s) ("**COVID-19 Vaccine**"), which may be amended from time to time. The exact vaccination brand(s) and number of doses required will be decided by Pharmac.

a) The official record of COVID-19 Vaccinations is the Aotearoa Immunisation Register (AIR)

1.2 The Provider has provided evidence to the Te Whatu Ora Districts of its preparedness to deliver the COVID-19 Vaccine including, but not limited to its:

a) cold chain accreditation;

b) completion of the Immunisation Advisory Centre's COVID-19 Vaccinator Training Programmes;

c) capacity and its established system to manage bookings for Eligible Service Users; and

d) ability to meet other minimum requirements that apply to the Provider as set out in Appendix 1 of this Service Schedule ("**Service Model**").

1.3 Therefore, Te Whatu Ora wishes to engage the Provider to:

(a) administer the COVID-19 Vaccine to all eligible people specified as covered under Te Whatu Ora's advice; and based on the Pharmac Eligibility Criteria; and

(b) provide consultation services specific to COVID-19 vaccination, and clinical decisions for eligible service users who are seeking or indicated as eligible for a vaccination event that requires a prescription ("**COVID-19 Immunisation Service**").

### 2. SERVICES

#### Administering COVID-19 Vaccine

2.1 Eligible Service users that can receive the COVID-19 Vaccine are Service Users who:

(a) meet the eligibility criteria specified in Te Whatu Ora's COVID-19 Vaccine Operating Guidelines for Te Whatu Ora Districts and Providers, which may be amended from time to time ("**Operating Guidelines**"), and in the COVID-19 Vaccine Policy; and/or

(b) align with Pharmac access criteria once/if listed; and

(c) have had less than the recommended number of doses, as decided by Te Whatu Ora, of a COVID-19 Vaccine.

2.2 The Provider must administer the COVID-19 Vaccine:

(a) In accordance with Te Whatu Ora's COVID-19 Vaccine Operating Guidelines for Te Whatu Ora and Providers.

- 2.3 When delivering the COVID-19 Vaccine to an Eligible User, the Provider must:
- (a) collect COVID-19 vaccination data in accordance with the Operating Guidelines;
  - (b) enter the COVID-19 vaccination data into a Patient Management System (which is integrated with the Aotearoa Immunisation Register (“AIR”)) as soon as possible on the same day that the COVID-19 immunisation event has been completed;
  - (c) comply with any COVID-19 Vaccine processes and guidance issued by Te Whatu Ora, including but not limited to the following, as further described in Appendix 2:
    - (i) Aotearoa Immunisation Register (“AIR”)
    - (ii) reporting adverse reactions to the Centre for Adverse Reactions Monitoring (CARM);
    - (iii) the COVID-19 Vaccine Plan; and
    - (iv) the Operating Guidelines;
    - (v) the Immunisation Handbook and Service Standards; and
    - (vi) standards and guidelines for COVID-19 Vaccine storage and transportation (cold chain management);
  - (d) incorporate a clinical consult for assessment of eligible service users who are seeking or indicated as eligible for a vaccination event that requires a prescription; and
  - (e) comply with any guidelines issued by Te Whatu Ora Districts relating to the COVID-19 Vaccine, which Te Whatu Ora Districts may update or replace from time to time.
- 2.4 Te Whatu Ora may amend or replace any of the documents specified in clause 2.3(c) from time to time, or issue additional COVID-19 Vaccine documents. If Te Whatu Ora amends or replaces any of those documents, or issues an additional COVID-19 Vaccine document, Te Whatu Ora Districts will advise the Provider of the amended, replaced, or new document as soon as practical.
- 2.5 The supply of the COVID-19 Vaccines may be constrained due to factors outside of Te Whatu Ora district’s control (“**supply constraint**”). If a supply constraint occurs, Te Whatu Ora Districts will:
- (a) advise the Provider as soon as possible of the supply constraint; and
  - (b) work with the Provider to identify solutions to any issues arising from the supply constraint.
- 2.6 The Provider must notify Te Whatu Ora Districts in writing as soon as possible if it is holding COVID-19 Vaccine stock that it is unable to use before it expires.
- 2.7 If Te Whatu Ora receives a notification from the Provider in accordance with clause 2.6. Te Whatu Ora will work with the Provider to identify a solution to the problem. This may include, for example, temporarily departing from the Service Model.

### 3. TERMINATION

- 3.1 The Provider may terminate this Service Schedule by giving two weeks’ written notice to Te Whatu Ora if the Provider is no longer willing or able to provide the COVID-19 Immunisation Service.
- 3.2 Te Whatu Ora may terminate this Service Schedule by giving the Provider:

- (a) one week's written notice if Te Whatu Ora determines that:
  - i. the Provider has breached this Service Schedule; and
  - ii. the breach cannot be remedied; or
- (b) four weeks' written notice if Te Whatu Ora determines that the COVID-19 Immunisation Services purchased under this Service Schedule is no longer required.

#### **4. PRICE**

- 4.1 The price per dose or activity for providing the COVID-19 Immunisation Services are:
  - (a) \$36.05 (ex GST) for each COVID-19 vaccination administered during normal hours; and
  - (b) \$48.72 (ex GST) for each COVID-19 vaccination administered during out of hours.
- 4.2 The Provider must not, in any circumstances, demand or accept any Product Premium, Pharmacy Charge, Co-payment, or any other fee for the funded services from the Eligible Service User to whom the Provider administers the COVID-19 Vaccine.
- 4.3 The price per dose or activity as specified in clause 4.1 above is inclusive of all components required to deliver the COVID-19 Immunisation Service, including, but not limited to:
  - (a) vaccinator hourly rate;
  - (b) emergency equipment as per Operating Guidelines;
  - (c) disposal of bins (note: Te Whatu Ora will fund the collection of vials only);
  - (d) administration time for AIR lookup, and entering data;
  - (e) support workforce;
  - (f) room hire (if applicable) and overheads; and
  - (g) all printing and technology related costs and overheads.

#### **5. OUT OF HOURS**

- 5.1 For the purpose of this Service Schedule "out of hours" is defined as:
  - (a) 6pm to 8am the next day, Monday to Thursday; or
  - (b) 6pm Friday to 8am Monday; or
  - (c) any Public Holiday.
- 5.2 In relation to each COVID-19 immunisation event, the immunisation event date/time stamp recorded in AIR will determine whether the business hours or out of hours rate applies.

## **Appendix 1 – Service Model**

The purpose of this Appendix is to set out the terms and conditions that specifically apply to the Provider, in order to give effect to the COVID-19 Vaccination Delivery.

### **Number of COVID-19 immunisation events**

1. The Provider must use its best endeavours administer the COVID-19 Vaccine to Eligible Users each week.

### **Payment**

2. Te Whatu Ora district will pay the Provider directly through the automated claims processing based on the COVID-19 immunisation event recorded in AIR.

## Appendix 2 – Referenced documents referred to in Service Schedule

1. The Provider acknowledges that the documents listed below may be amended or replaced from time to time.

Document Name	Publisher
COVID-19 Vaccine Operating Guidelines	Ministry of Health / Te Whatu Ora
Aotearoa Immunisation Register (AIR) requirements	Ministry of Health / Te Whatu Ora
The Immunisation Handbook and Service Standards	Ministry of Health / Te Whatu Ora
Cold chain management: National Standards for Vaccine Storage and Transportation for Immunisation Providers including standards and guidelines specifically issued for the COVID-19 Vaccine	Ministry of Health / Te Whatu Ora
COVID-19 Vaccine New Zealand Data Sheet(s) as issued	Ministry of Health / Te Whatu Ora